Assessing the right decision:
situational judgement
by cut–e

cut-e designs situational judgement assessments that really work

Situational judgement by cut–e

Situation matters. We know that. In some situations, even great people make the wrong decisions. Designing a good evaluator of situational judgement requires expertise, experience and specialist input. At cut-e, we know about these things and we design specific situational judgement assessments that are unique. They also reflect everyday decisions that people in specific roles may need to make, whether they are cabin crew, customer service agents, salespeople, hotel service staff or any other job role for which the assessment has been developed.

cut–e SJQs in practice

- SJQs (situational judgement questionnaires) are a context-rich tool used early on in the recruitment process, best suited to high volumes of mid-level jobs

- Usually job-specific: designed and validated for a specific job in a specific organisation

- Applicants are presented with real-life work situations and asked: what would you do if faced with this situation?

- Applicants either select or rate appropriateness of proposed possible actions

- Responses are compared to the answers considered to be the right action by 'subject matter experts' on the role

- A single overall job-fit score is produced and used by recruiters for sifting out poor-fit candidates (around 30% to 50% of applicants can be screened at this stage)

- There is strong evidence of validity and fairness of SJQs in wider research literature

- Candidates like SJQs – SJQs help them to fully understand the job they are applying for

cut–e SJQ: why use one?

Efficiency	Quality	Engagement	Security	Fairness
Screen a high volume of candidates at an early stage of the process	Highly predictive of future performance	Manage candidate expectations of the role with realistic job previews	cut-e unique scoring method generates a 'scoring key' that is hard to guess	Negligible group differences found for SJQs, meaning that those that complete the assessment are operating on a level playing field

cut–e SJQ process: how we design an assessment

1 Find out about and understand the specific job

2 Create content and the initial score key

3 Trial content with existing job holders or subject matter experts and demonstrate link to performance

4 Refine the score key

5 Report return on investment to business, define the relevant cut-off point and report to the business the expected candidate numbers and business impact

6 Online implementation (or other medium of your choice)

A process of 6-8 weeks

The cut–e difference: we leave nothing to chance!

We combine our psychometric know-how and our unique scoring method with input from subject matter experts to create real-life situations and plausible answer options. We always trial a 'prototype' version, analyse the data and make any questionnaire amendments before we go live. This validation, prior to launch, ensures excellent validity and demonstrable return on investment.

Our 'points-sharing' question format, through which candidates decide on the appropriateness of each answer option, gives us more information from each question and allows us to understand the nuances of judgement – and candidates like this format too!

Screenshot: example of a SJQ

Results

Our technology is flexible and can incorporate videos, graphics, research questions, client-specific scoring models and report outputs, e.g. a combined score and report from SJQ plus personality and/or ability results. We produce a single score for sifting that allows easy and valid ranking lists and decisions. We interface with any IT or HR system you may have.

Companies who use situational judgement by cut–e:

Aer Lingus | Allianz | Bank of Ireland | British Heart Foundation | BULMERS ESTD 1887 | Dubai Duty Free | easyJet | ELKJOP | GENERALI | GLASGOW 2014

Grant Thornton An instinct for growth | Harveys The Furniture Store | Lufthansa | Musgrave | norwegian.com | nucleargraduates | Parks and Resorts | permanent tsb | PRIMARK | scoot

Available languages
The system, assessments and reports are available in many languages. Additional languages can be requested.

Available norm groups
We continually update and add to the international and local sets of norm groups.

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About cut–e: Founded in 2002, cut-e (pronounced 'cute') provides online tests, questionnaires and gamified assessments. In May 2017, global professional services firm, Aon plc, acquired cut-e and integrated the company into its global talent solution. cut-e and Aon, as Aon's Assessment Solutions, undertake 30 million assessments each year in 90 countries and 40 languages.

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